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Centre Monitoring Policy

Revision History

Version	Last revised	Next review date	Policy Owner	Notes
AQ_14	24 June 2013	30 June 2014	James Stephenson	For Publication
AQ_14-a01	4 December 2013	31 December 2014	James Stephenson	Reviewed plus new house style
AQ_14-a02	5 May 2015	30 June 2016	James Stephenson	Reviewed in line with procedural changes
AQ_14_a03	14 March 2016	30 June 2017	Quality Assurance Mgr	Reviewed

Policy Statement

NCC Education will monitor the compliance of all centres with our Centre Regulations as part of its regulatory compliance framework, and in accordance with Ofqual's¹ General Conditions of Recognition, Section C. We will monitor standards at centres using the approach described in this document.

The Annual Monitoring Report

The Annual Monitoring Report consists of four sections.

- Section One is a summary produced by NCC Education's 'Compass' system. It contains the information held in our systems about centre and candidate performance.
- Section Two is a self-evaluation completed by the Centre.
- Section Three is completed by the Academic Development Manager and returned to the Centre.
- Section Four is completed by the Academic Development Manager for internal use only.

All NCC Education Centres have an annual approval date. This is the anniversary of the date on which you were first accredited for a particular qualification and is also the date on which your Annual Accreditation Certificate is issued. Before your renewal date, you will be asked to complete the Annual Monitoring Report process as outlined below.

All Centres **must** complete monitoring, regardless of whether they currently have active candidates registered to NCC Education qualifications.

Overview of Annual Monitoring

Two months before your annual approval date, you will receive a copy of Section One and a blank template for Section Two by email. If your centre has been inactive for the past twelve months you will receive a Section Two A, this is a declaration that you still meet the conditions of your approval to deliver NCC Education Qualifications.

You must return your completed Section Two / Section Two A before the deadline indicated in the email (around one month), plus any supporting documentation.

During the period before the annual approval date, you may be asked to send us further information or documentation to support the monitoring process. This will be managed by your Academic Development Manager.

If problems are highlighted during the monitoring process, you may be asked to agree to an 'action plan' as a condition of your ongoing accreditation with NCC Education. An action plan will help you develop high standards of administration, teaching and learning at your centre and your Academic Development Manager will work with you on this. If the monitoring process outlined above has not been met by the annual approval date, your accreditation may be suspended and your annual accreditation certificate will be withheld.

¹ The Office of Qualifications and Examinations Regulation (Ofqual) is a UK government department that regulates qualifications, exams and tests in England.

You will receive a copy of your completed Section 3 Report after the renewal date.

Monitoring Visits

Not all Centres require annual Monitoring Visits, however for those Centres that are visited by their Academic Development Manager during a financial year, completion of the Annual Monitoring process may be deferred until one month before the visit date.

Visits will normally be scheduled in advance by your Academic Development Manager (ADM), however NCC Education also reserves the right to make short-notice (three working days) and 'no-notice' inspection visits.

How to Complete Section Two of the Annual Monitoring Report

Section Two of the monitoring report serves two functions; to allow NCC Education to confirm that Centres are complying with our Centre Regulations, and to offer Centres an opportunity to look back on the year which has passed and also to feed back to NCC Education on any positive or negative aspects of the partnership experience for you and your students. We are always open to feedback and suggestions and we strongly encourage centres to collect opinions from as many staff and students as possible.

Note on Centres with Multiple Renewal Dates

Some centres have multiple renewal dates, since they have been accredited for different programmes at different times. In this instance, the annual approval date (by which monitoring must be completed) shall be the anniversary of the date on which the centre was first accredited.